

## Operations Manager Information pack

- Act for Peace is a dynamic humanitarian aid and development agency
- Lead our operations and operational performance
- Permanent Full-time position, (0.8 FTE may be considered)
- Location: Sydney CBD and Work from Home

**Thank you for your interest in this position.**

**Please apply online with:**

- a 2-4 page covering letter addressing the Selection Criteria and
- your resume.

**Applications close 21<sup>st</sup> September**

**Please contact [jobs@actforpeace.org.au](mailto:jobs@actforpeace.org.au) if you have any queries.**

## About the position

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In this role, you will ensure Act for Peace has the processes, facilities, technology and equipment required to run efficiently and effectively so that everyone is empowered to bring their best. You will manage the functions of HR, technology, operations and office management. You will also be providing high level support to the Board, CEO and COO.

This is a fast paced and diverse role that requires energy, initiative, attention to detail, service, relationship management, stakeholder management, pro-active organisation and problem-solving skills. The successful candidate will bring high level operational management experience and an intuitive, curious and collaborative mindset.

## About Act for Peace

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Today, there are more refugees, asylum seekers and displaced people worldwide than at any time since World War II. That's more than 65 million people forced to flee their homes to escape conflict and disaster.

It's a terrible injustice. And one that we can, and must, overcome.

We believe that when people all over the world work together, big changes really are possible. That's why we've made it our mission to act in partnership with other passionate people, like you, across the globe to achieve safety, justice and dignity in communities threatened by conflict and natural disaster. We don't think there's any more important task.

Over the past 67 years our supporters have provided food, shelter, education, healthcare and training to help the world's most vulnerable prepare for, cope with and recover from conflict and disaster.

Together we're tackling the root causes of injustice and are building a brighter future for everyone. We hope that you'll join us in this vital mission.

### **Our Vision:**

A peaceful world where all people share a safe, just and dignified life.

### **Our Purpose:**

We empower passionate people to work together to achieve safety, justice and dignity in communities threatened by conflict and disaster.

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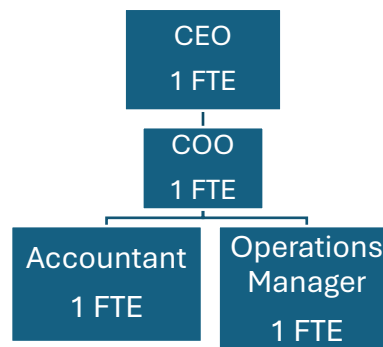
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## About the Operations Department

The Operations Team is responsible for the efficient and effective operations and operational performance of the organisation, across the Finance, Human Resources, Administration, Facilities Management, Information Technology, Compliance, Governance, Reporting and Risk Management. The Team works closely with other Teams and partners to enhance a culture of collaboration, creativity and trustworthiness, providing advice and supporting other Teams to operate as effectively and efficiently as possible and identifying opportunities and implement solutions for continuous improvement.

## Operations Team Department Structure



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## Operations Manager Position Description

### Key Accountabilities

| Key Accountabilities                 | Performance Expectations   |     |
|--------------------------------------|--|-----|
| Operational processes and compliance | <ul style="list-style-type: none"> <li>Managing operational and administrative procedures and systems, and devising ways to streamline processes, including through the best use of technology applications</li> <li>Provide technical and logistical support for administrative processes, procedures and technical applications/systems</li> <li>Ensure policies are reviewed according to policy schedule and lead on review of designated policies.</li> <li>Review processes and standard operating procedures to ensure in line with policy, fit for purpose and looking for areas to improve efficiencies</li> <li>Counter Terrorism focal point – including conduct counter terrorism checks on staff, consultants and contractors and establish an appropriate tracking system via use of CSI Watchdog, oversight of policy implementation and review</li> <li>Responsible for coordinating due diligence and compliance checks of personnel, including tracking of criminal history and working with children checks; and compulsory training.</li> <li>Maintain contract database and procurement processes (for suppliers and partners)</li> <li>Develop and maintain systems to track compliance requirements, analyse data and produce reports as required related to compliance and tracking of policy implementation.</li> </ul> | 30% |

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|                           | <ul style="list-style-type: none"> <li>• Coordinate and complete statistical surveys to membership and compliance bodies (e.g. annual survey to ACFID, ACT Alliance)</li> <li>• Lead WHS including implementation and monitoring of WHS related policies and procedures.</li> <li>• Support the Company Secretary in ensuring that Board and committee administration is effectively performed, including, collation of Board pack, maintaining Board Director register and timely submission of statutory and corporate reporting</li> <li>• Liaise with Board Directors and CEO regarding meeting dates, travel and venue booking and ensuring access to papers</li> </ul>  |     |
| Human Resource Management | <ul style="list-style-type: none"> <li>• Ensure HR policies, guidelines, procedures and processes are reviewed regularly and updated as necessary.</li> <li>• Ensure employee records are maintained within the HRIS (Employment Hero)</li> <li>• Analyse HR data and produce ad hoc reports on key HR performance indicators (i.e. retention, turnover, remuneration, professional development, staff engagement)</li> <li>• Lead on recruitment, onboarding, induction and exiting of staff.</li> <li>• Ensure all staff have a position description, and a Performance Development and Wellbeing Plan (PDWP) including supporting people managers through the PDWP process.</li> <li>• Embed the organisational Values into all HR policies and procedures.</li> <li>• Engage with external HR consultants for technical support and special projects.</li> <li>• Support development, delivery and implementation of the agency wide</li> </ul> | 30% |

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|                                   | <p>learning agenda and coordinating of staff training (including mandatory L&amp;D)</p> <ul style="list-style-type: none"> <li>• Support the practical implementation of people and culture activities such as annual employee engagement survey and well-being initiatives.</li> <li>• Manage relationship with EAP provider</li> <li>• Act as staff psychosocial health focal point</li> <li>• Organise business functions, staff meetings/workshops/ conferences and other special meetings as directed</li> </ul>  |     |
| Office Management                 | <ul style="list-style-type: none"> <li>• Maintain office supplies, stationery, and amenities</li> <li>• Oversee archiving and storage options of organisational files</li> <li>• Ensure office presentation is welcoming and professional, incl. meeting rooms and manage kitchen and storage areas</li> <li>• Coordinate any review and upgrade of office environment, as required</li> <li>• Manage strata, building services and office maintenance; liaise with Building Management to resolve any issues and manage contractors as required (rubbish removal, cleaner, air-con, printer maintenance etc) for the Sydney and Melbourne offices</li> <li>• Managed shared services provide to NCCA and NSW Ecumenical Council. (fellow owners of Sydney shared office space)</li> </ul> | 20% |
| Technology and systems management | <ul style="list-style-type: none"> <li>• Work with Leadership team to develop and implement an agency wide digital strategy that ensure AfPs's technology requirements and met and fit for the future.</li> <li>• Work with external IT services to maintain and improve operational systems and digital tools to support data collection, reporting, and smooth day-to-day functioning</li> </ul>   | 20% |

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|  | <ul style="list-style-type: none"><li>• Provide technical guidance to ensure staff's day-to day technology requirements are met and new staff have been appropriately set-up.</li><li>• Review and renew technology, software and licenses.</li></ul> |  |
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## **Skills, Qualifications and Experience – Selection Criteria**

### **Essential**

- Demonstrated solid experience working as an Operations Professional
- Relevant qualification in business administration or related discipline
- Strong administrative and planning skills, with an attention to detail and ability to problem solve and anticipate situations
- Experience in development and implementation of HR initiatives and processes, including Human Resources Information Systems
- Experience in office management
- Supporting Company Secretary and Board with high level administrative tasks
- Possess advanced skills in Microsoft Office products (Word, Excel, PowerPoint, Outlook, SharePoint) and other software programs for task management and coordination
- Proven ability to work effectively in a team and apply strong initiative
- Demonstrated experience in maintaining confidentiality and managing sensitive information
- Strong interpersonal skills with a high level of professionalism – face to face, over the phone, online and through correspondence.

### **Desirable**

- Strong experience and appetite for updating and improving efficiencies of administrative and operational processes
- Demonstrates innovative thinking with experience in leading the development of integrated IT Solutions.
- Experience in compliance audits, monitoring and reporting
- Experience in the international development/NGO sector

### **Key Stakeholders and Relationships**

- Internal: Act for Peace Board, Act for Peace Leadership Team and Act for Peace Staff
- External: Including but not limited to consultants, service providers, strata, ACFID

### **Other Requirements**

- Eligibility to work in Australia
- Commitment to the values of Act for Peace
- Commitment to abide by the principles, policies and codes of conduct of Act for Peace
- Establish positive, collaborative relationships with the Act for Peace teams

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- Capacity to undertake occasional travel (to Melbourne) and work outside standard business hours (reasonably)
- Whilst AfP offers hybrid working arrangements this role will be required to spend majority of days in Sydney office.
- Abide by industry norms – as set out in the Act for Peace accountability framework
- For our full Policies set please see: <http://www.actforpeace.org.au/our-policies>
- Commitment to Act for Peace requirements, including attendance at staff meetings; completion of all administration, finance and operational reporting requirements as per policy and/or line managers directive, adherence to program, HR and finance policies and procedures
- Respect for a multicultural and multi-talented workforce.

### **Safeguarding Requirements and Responsibilities**

Act for Peace takes the prevention of fraud and of sexual misconduct and harassment, and child protection seriously. As part of our Safeguarding Policies (Child Safeguarding and Prevention of Sexual Exploitation Abuse and Harassment);

- Employment is conditional upon the outcome of an Australian National Police Background check, as well as an equivalent police background check for any country in which the applicant has lived for more than 12 months during the last five years and for each country of citizenship.
- A working with children check may be required.
- Strict adherence to our Code of Conduct, Child Safeguarding Policy, Child Safeguarding Code of Conduct, Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH) Policy and the Privacy Policy is mandatory.

### **Work, Health and Safety Responsibilities**

Cooperate with all health and safety policies and procedures of the organisation and take all reasonable care that your actions or omissions do not impact on the health and safety of colleagues in the workplace.

Act for Peace is an equal opportunities employer. Individuals with lived experience of displacement are encouraged to apply.

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